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| Donald Barnes  206 718 · 3281  Dbarnes757@msn.com |
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| **OBJECTIVE**  I would like to continue to deploy my technical support skills to better assist current and future users and or support and keep up with network development and upcoming changes to the industry. |

# Experience

# 2006-2018 NTTDATA

# Technical Support Specialist

# 2018-2019 Cantata Health LLC

# Techical Support Specialist

# Skills

* 10+ years of experience as a sys admin or support specialist level 2 or higher
* O365 User, Mail, Health, Licensing, Security & Compliance User, Groups and policies in Active Directory (on-premise & azure)
* Setup, Reimage/Factory reset Computers & Tablets
* CCENT, NET + or other equivalent Network certification or degree in Informational Technology
* Experience with VLANS, Wireless access points, DHCP, DNS, VOIP, and Firewalls
* Experience with the implementation and support of wireless technologies including Radius and 802.1x
* Familiarity with secure configuration of network services such as DNS, WINS, SSH, SNMP, FTP as well as patch management
* Understanding of IPv4 subnetting/routing and firewall management
* Experience with Windows 2012 or higher server environment